



Human Resource Consultant Assistant Director's Office, Human Resources Olympia, Washington

Monthly Salary: **\$2,429 - \$3,079 (DOQ) (Range 39)**

Closing Date: **Open until filled**

Note: The hiring authority reserves the right and may exercise the option to make a hiring decision at any time. *Candidate evaluation will begin November 28, and will be ongoing. **It will be to the applicant's advantage to submit materials as soon as possible.***

Mission & Vision

The Department of Licensing (DOL) is an agency that protects the public safety and welfare in all areas we license and regulate, and ensures the fair, timely and efficient collection of state revenue. We are surprisingly innovative, setting new standards of excellence in customer service, consumer protection and public safety. Nearly every Washington State resident interacts with DOL in some way through driver licensing, vehicle or vessel tabs, or for professional business licenses. The Department of Licensing employs more than 1,200 people in over 60 locations statewide. The Department of Licensing is an organization invested in innovation and positive change. Our commitment to customers extends beyond delivering surprisingly innovative customer service to the community, but is also revealed through the agency's extensive leadership training programs and activities. The Department strives to create a working environment that encourages creative leadership, teamwork, and respects cultural and ethnic diversity. DOL is committed to equal opportunity employment and supports diversity in the workplace. We promote employee participation and recognition by our belief in **shared knowledge, shared success**. To learn more about our agency, please visit our website at: www.dol.wa.gov.

Principal Responsibilities

Reporting to the Organization and Staff Development Manager, this position acts as the agency training coordinator, promotes training activities; proofs and edits training materials; maintains the training registration system, including the registration of employees in classes offered by the Department of Personnel; performs update and maintenance of the HR website; serves as agency coordinator for the Employee Suggestion Program; processes tuition assistance requests and orders materials in support of the staff development program. The position also serves as the HR Office receptionist, operating a multi-line telephone and directing visitors as needed. Orders supplies and equipment for the HR office. Opens and distributes mail to HR staff members.

Knowledge, Skills, Abilities, & Qualifications Required

- Demonstrated organization and time management skills, and ability to prioritize workload to meet continually changing critical deadlines.
- Skilled in the use of MS Word and Excel
- Demonstrated use of web page design software.
- Demonstrated ability to interpret and apply agency and state policies, rules and procedures.
- Ability to effectively express ideas and information verbally and in writing using language that is appropriate to both the complexity of the topic and the knowledge and understanding of the audience.
- Proven ability to proof and edit written instructional materials and correspondence accurately.
- Demonstrated ability to maintain the highest level of confidentiality at all times and to assist customers with complex or sensitive issues.
- Demonstrated interpersonal relationship skills that effectively build rapport with others in a diverse workplace setting.

Desired:

- One year of experience in web page development.
- Two years of experience in a customer service capacity.

Compensation

This position is in general government service. Monthly compensation is \$2,429 - \$3,079 depending upon qualifications. We offer a solid benefits package that includes a state retirement plan, 401K, 11 paid holidays, paid vacation and sick leave, and a full array of health, dental, life, and long-term disability insurance coverage. This position is in a collective bargaining unit and as a condition of employment you will be required to become a union member or pay a fee as outlined in the Master Agreement.

Application Procedure

Electronic submissions is preferred. E-mail will be used as the primary communication medium throughout this recruitment. Initial screening will be based on all of the application materials requested. Please send the following materials to: HRrecruit@dol.wa.gov and indicate in the subject line of your e-mail: 05-97G HRCA.

- A [Washington State job application](#)
- A letter of interest describing your knowledge, skills and abilities as they relate to the criteria outlined in this announcement and how you became aware of this announcement.
- A list of three professional references with current telephone numbers.

Note: The candidate pool certified for this recruitment may be used for future similar positions.

Or mail to:

Human Resources Office
Attn: Recruitment 05-97G HRCA
Department of Licensing
PO Box 6007
Olympia, Washington 98507-6007

Persons with a disability who need assistance in the application process or those needing this announcement in an alternate format may call (360) 664-1510 or TTY (360) 664-9492. The Washington State Department of Licensing is an equal opportunity employer and encourages all qualified persons including disabled and Vietnam era veterans, women, racial and ethnic minorities, people with disabilities and persons over 40 years of age to apply.